AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1.   (Currently Amended) A method for processing a product return using a plurality of management systems, comprising:

inspecting the product return to determine a disposition decision for the product return;

capturing the disposition decision for the product return in a <u>computer based</u> first management system;

communicating the captured disposition decision from the <u>computer based</u> first management system to a <u>computer based</u> second management system; and

triggering, in response to the captured disposition decision, at least one process in the <u>computer based</u> second management system.

2.   (Currently Amended) The method of claim 1, wherein the <u>computer based</u> first management system is a <u>computer based</u> warehouse management system.

3,   (Currently Amended) The method of claim 2, wherein the <u>computer based</u> second management system is a <u>computer based</u> customer relationship management (CRM) system, and the at least one process is updating a customer account.

4.   (Currently Amended) The method of claim 1, wherein the <u>computer based</u>

first management system is a <u>computer based</u> warehouse management system and the

<u>computer based</u> second management system is a <u>computer based</u> customer

relationship management (CRM) system, and wherein the method further comprises

sending a CRM notification from the <u>computer based</u> warehouse management system

to the CRM system.

5.   (Original) The method of claim 4, wherein triggering comprises updating a

customer account with the CRM system based on the CRM notification.

6.   (Original) The method of claim 1, wherein the at least one process is

performing customer management.

7.   (Currently Amended) The method of claim 1, further comprising

triggering, in response to the captured disposition decision, at least one process in the

<u>computer based</u> first management system, the <u>computer based</u> first management

system comprising a <u>computer based</u> warehouse management system.

8.   (Currently Amended) A method for processing a returned product, the

method comprising:

    inspecting a returned product to determine a disposition of the returned product;

capturing, in a <u>computer based</u> first management system, a decision code

representing the determined disposition of the returned product, the decision code being

uniquely identifying a set of activities; and

triggering each activity identified by the decision code, wherein at least one of the

activities is triggered in a <u>computer based</u> second management system.

9.   (Currently Amended) The method of claim 8, further comprising:

providing a unique identifier to identify the returned product; and

communicating the decision code and the unique identifier from the <u>computer</u>

<u>based</u> first management system to the <u>computer based</u> second management system.

10.   (Currently Amended) The method of claim 8, wherein the <u>computer based</u>

first management system comprises a <u>computer based</u> warehouse management

system, and wherein the triggering comprises creating, in the <u>computer based</u>

warehouse management system, a transfer order for the returned product.

11.   (Currently Amended) The method of claim 8, wherein the <u>computer based</u>

second management system comprises a customer relationship management (CRM)

system, and wherein the triggering further comprises sending, to the CRM system, a

CRM notification for the returned product and updating, in the CRM system, a customer

account based on the CRM notification for the returned product.

12.   (Currently Amended) A method for processing a product return, comprising:

providing a set of decision codes;

inspecting the product return at a warehouse and selecting a decision code from the set of decision codes, in a <u>computer based</u> first management system, based on an inspection result;

updating a record, in a <u>computer based</u> second management system, for the product return to include the decision code selected from the set of decision codes; and

triggering an activity to be performed, in the <u>computer based</u> second management system, for the product return based on the decision code in the record.

13.   (Original) The method of claim 12, wherein the updating comprises updating the record with an effort code, the effort code providing information related to an additional effort activity for the product return.

14.   (Original) The method of claim 12, wherein the record comprises a warehouse (WH) request and a unique identifier for the product return.

15.   (Original) The method of claim 12, wherein the triggering comprises issuing a transfer order for the product return based on the decision code.

16.   (Original) The method of claim 15, wherein the method further comprises transferring the product return in response to the transfer order and performing a follow-up activity on the product return.

17.   (Currently Amended) The method of claim 12, wherein the method further comprises communicating a disposition decision based on the inspection result to a <u>computer based</u> customer relationship management (CRM) system.

18.   (Currently Amended) A computer readable medium comprising instructions for carrying out a method for processing a product return, the method comprising:

capturing a disposition decision for the product return in a <u>computer based</u> first management system; and

triggering, in response to the captured disposition decision, at least one process related to the product return in a <u>computer based</u> second management system.

19.   (Currently Amended) The computer readable medium of claim 18, wherein the <u>computer based</u> first management system is a <u>computer based</u> warehouse management system.

20.   (Currently Amended) The computer readable medium of claim 19, wherein the <u>computer based</u> second management system is a <u>computer based</u>

customer relationship (CRM) management system, and the at least one process is performing customer management.

21.   (Currently Amended) The computer readable medium of claim 18, wherein the computer based first management system is a computer based warehouse management system and the computer based second management system is a computer based customer relationship management (CRM) system, and wherein the method further comprises communicating a CRM notification from the computer based warehouse management system to the CRM system.

22.   (Original) The computer readable medium of claim 21, wherein triggering comprises updating a customer account with the CRM system based on the CRM notification.

23.   (Original) The computer readable medium of claim 18, wherein the at least one process is performing customer management.

24.   (Currently Amended) The computer readable medium of claim 18, further comprising triggering, in response to the captured disposition decision, at least one process in the computer based first management system, the computer based first management system comprising a computer based warehouse management system.

25. (Currently Amended) A computer readable medium comprising

instructions for carrying out a method for processing a returned product, the method

comprising:

inspecting a returned product to determine a disposition of the returned product;

capturing, in a <u>computer based</u> first management system, a decision code

representing the determined disposition of the returned product, the decision code

uniquely identifying a set of activities; and

triggering each activity identified by the decision code, wherein at least one of the

activities is triggered in a <u>computer based</u> second management system.

26. (Currently Amended) The computer readable medium of claim 25,

wherein the <u>computer based</u> second management system is a <u>computer based</u>

customer relationship management (CRM) system and the triggering comprises

triggering an update to a customer account with the CRM system based on the decision

code.

27. (Currently Amended) The computer readable medium of claim 25,

wherein the <u>computer based</u> first management system comprises a <u>computer based</u>

warehouse management system, and wherein the triggering comprises creating, in the

<u>computer based</u> warehouse management system, a transfer order for the returned

product.

28.   (Currently Amended) The computer readable medium of claim 25, wherein the computer based second management system comprises a computer based customer relationship management (CRM) system, and wherein the triggering comprises sending, to (CRM) system, a CRM notification to trigger customer management.

29.   (Currently Amended) A computer readable medium comprising instructions for carrying out a method for processing a product return, the method comprising:

providing a set of decision codes;

updating, in a computer based first management system, a record for the product return to include a decision code from the set of decision codes that corresponds to a disposition decision for the product return; and

triggering, in a computer based second management system, a process to be carried out based on the disposition decision.

30.   (Currently Amended) The computer readable medium of claim 29, wherein the computer based first management system comprises a warehouse management system, and wherein the record comprises a warehouse request (WHR).

31.   (Currently Amended) The computer readable medium of claim 29, wherein the computer based second management system comprises a computer based customer relationship management (CRM) system.

32.   (Original) The computer readable medium of claim 31, wherein the triggering comprises triggering the CRM system to update a customer account based on the disposition decision.

33.   (Currently Amended) The computer readable medium of claim 29, wherein the method further comprises transferring the product return based on the update of the record in the computer based first management system.

34.   (Currently Amended) A system for processing a product return, the system comprising:

a computer based first management module for receiving a decision code and creating, in response to receiving the decision code, a first record relating to the product return; and

a computer based second management module for receiving the first record and for initiating an update to a second record in response to receiving the record.

35.   (Currently Amended) The system of clam 34, wherein the computer based first management module is a warehouse management module.

36.   (Currently Amended) The system of clam 35, wherein the computer based second management system is a customer relationship management (CRM) module.

37.   (Original) The system of clam 36, wherein the first record comprises a CRM notification.

38.   (Original) The system of clam 36, wherein the second record comprises a customer account.

39.   (Original) The system of clam 34, wherein the decision code uniquely identifies a set of activities to be performed in accordance with a disposition decision for the product return.

40.   (Currently Amended) The system of claim 34, wherein a unique identifier for the product return is received by the <u>computer based</u> second management module when receiving the first record.

41.   (Currently Amended) The system of claim 34, wherein the <u>computer based</u> first management module issues a transfer order to transfer the product return based on the decision code.

42.   (Currently Amended) The system of claim 34, wherein an effort code for an additional effort activity related to the product return is received by the <u>computer based</u> second management module when receiving the first record.

43.   (Currently Amended) The system of claim 42, wherein the <u>computer</u>

<u>based</u> second management module determines, based on the effort code, an effort

value to charge a customer account for the additional effort activity.

44.   (New) A method for processing a product return using a plurality of

management systems, comprising:

inspecting the product return to determine a disposition decision for the product

return;

capturing the disposition decision for the product return in a computer based

warehouse management system;

communicating the captured disposition decision from the computer based

warehouse management system to a computer based customer relationship

management system; and

triggering, in response to the captured disposition decision, at least one process

in the computer based customer relationship management system,

wherein the process is selected from the group comprising a put away process, a

transfer stock process, a scrap process, and a reject back to customer process.